

## **Changes to the Dataset: Case Data from San Francisco 311 (SF311)**

We're making some changes to the dataset 'Case Data from San Francisco 311 (SF311)'

<https://data.sfgov.org/City-Infrastructure/Case-Data-from-San-Francisco-311-SF311-/vw6y-z8j6>

These changes are:

- Update the source of Open311 to Open311/Mobile
- Graffiti classification update
- San Francisco Housing Authority (SFHA) classification update
- Better identification of departments in 'General Requests'
- Separation of Homeless Concerns from other General Requests
- Separation of Encampment Data from other cleaning issues
- Update of Neighborhoods

You can see the revised categorizations at:

<https://data.sfgov.org/City-Infrastructure/SF311-Updated-Case-Data-Structure/bk8g-9b93>

Implementation of these changes will require a complete re-publishing of the entire data set which will take most of a day and they will take place on 4/19/2017

The details of the changes are as follows:

### **Update of Open311 to Open311/Mobile**

Open311 is a standard (API) for submitting requests to agencies, and you can see more at: <http://www.open311.org/>. Most of the requests submitted using the Open311 API are mobile, so are renaming the term in the Source column from Open311 to Open311/Mobile.

## Graffiti classification update

This change aligns the Graffiti list in DataSF with the SF311 Mobile application. We're removing the separation between public and private property and focusing on what the graffiti is on. We've also heard that for many people, all graffiti is offensive. Based on these two concerns, we're making the following changes:

Column	Current Use	Updated Use
Category	Public or Private	Simplified to Graffiti
Request Type	Offensive or Non-Offensive	Object of Graffiti
Request Details	Object & Offensive status	Unchanged

## San Francisco Housing Authority (SFHA) classification update

Similar to Graffiti, the Request type was not easily understandable as it reflected the priority of the request and not the actual type of request. The data has been updated as follows:

Column	Current Use	Updated Use
Category	SFHA Requests	Unchanged
Request Type	Priority of Work	Type of Work
Request Details	Type of Work	Type and Priority

## Better identification of departments in 'General Requests'

General Requests are a simplified form used to route cases to most city agencies, but it was difficult to group cases based on the agency doing the work. This change makes the agency visible in the Category and simplifies the Request Type and Request Details. The data has been updated as follows:

Column	Current Use	Updated Use
Category	General Requests	General Requests and Agency
Request Type	Agency - Division - Type of Work	Type of Work
Request Details	Agency - Division - Type of Work	Agency - Type of Work

## Separation of Homeless Concerns from other General Requests

Homeless Concerns are handled in multiple categories, which made reporting more complex. We are combining these requests into the overall category of Homeless Concerns, with the Request Type showing the breakdown of 'Individual Concerns, Human Waste, or Medical Waste:

Column	Current Use	Updated Use
Category	Multiple	Homeless Concerns
Request Type	Multiple	Request Type
Request Details	Type of Work	Detail of Request

## Separation of Encampment Data from other cleaning requests

Encampment cleaning is more personal than general street cleaning requests with additional concern for the individuals and their property. We are separating Encampments from other cleanup to simplify the structure:

Column	Current Use	Updated Use
Category	Street and Sidewalk Cleaning	Encampment
Request Type	Varied	Encampment Reports
Request Details	Type of Work	Type of cleanup

## Update of Neighborhoods

The basis of neighborhood data was changed in 2012 to reflect the [SFFIND](#) neighborhoods; however, some neighborhoods included in prior years are not in the list. This update will all locations with consistent neighborhood data.